



The Milwaukee Municipal Services Bill 2011

The Milwaukee Municipal Services Bill includes charges for Milwaukee city services and Milwaukee Metropolitan Sewerage District (MMSD) services. The Milwaukee Water Works manages the billing and forwards the collected charges to the City Treasurer for distribution to other city departments and the MMSD. The charges are outlined here in the order in which they appear on the Municipal Services Bill. Residential and small business customers are billed quarterly; larger commercial accounts are billed monthly.

Milwaukee Water Works -- Water Charges

The Milwaukee Water Works provides drinking water service and billing for Milwaukee, Greenfield, Hales Corners, St. Francis, and West Milwaukee. Water charges for these communities are shown below. The Milwaukee Water Works sells treated drinking water at a wholesale rate to Brown Deer, Butler, Greendale, Menomonee Falls, Mequon, New Berlin, Shorewood, Wauwatosa, and West Allis. These communities operate their own drinking water utilities and bill their water users. For information about water charges in these communities, please contact their municipal offices.

Water charges were authorized by the Public Service Commission of Wisconsin (PSC), Docket 3720-WR-107, effective Feb. 8, 2011. Spreadsheets noting previous and 2011 water rates are available at the Milwaukee Water Works website, <http://city.milwaukee.gov/water/customer>. (Please see Customer Service, Water Rates.)

The new rates are effective for all water sold after Feb. 8, 2011. Accounts billed monthly (large commercial customers) will see the new rates reflected on bills mailed beginning in April. The new rates will be phased in for accounts billed quarterly, with one-third of the new rate on April bills, two-thirds of the new rate on May bills, and the full rate on bills mailed in June. Exact amounts charged during the phase-in are available at the website noted in the paragraph above.

The Water Service Charge This is a fixed charge based on the size of the water meter. The charge pays for installation, repair, maintenance, and reading of water meters, billing and customer service. It includes a Public Fire Protection service charge (PFP) for Milwaukee, Greenfield, Hales Corners, and West Milwaukee customers.

For a single family home or duplex with a 5/8" or 3/4" meter:

Milwaukee	Water Service Charge	\$14.70 per quarter
	Public Fire Protection	\$ 5.58 per quarter
	Total Water Service Charge	\$20.28 per quarter

Greenfield	Water Service Charge	\$18.38 per quarter
	Public Fire Protection	\$ 6.98 per quarter
	Total Water Service Charge	\$25.36 per quarter

Hales Corners	Water Service Charge	\$18.38 per quarter
	Public Fire Protection	\$ 6.98 per quarter
	Total Water Service Charge	\$25.36 per quarter

West Milwaukee	Water Service Charge	\$18.38 per quarter
	Public Fire Protection	\$ 5.93 per quarter
	Total Water Service Charge	\$24.31 per quarter

St. Francis	Water Service Charge	\$18.38 per quarter
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The City of St. Francis pays an annual charge to the Milwaukee Water Works for Public Fire Protection service so there is no Public Fire Protection service charge on individual bills.

Water Service Charges for water meters in the size range of 1" to 12" typically used in commercial and industrial applications are available by calling Milwaukee Water Works Customer Service at (414) 286-2830 and at the Milwaukee Water Works website, <http://city.milwaukee.gov/water/customer>. Please see Customer Service, Water Rates.

The Water Usage Charge This charge is based on the volume of water used in the billing period. The charge pays for operation and maintenance of drinking water treatment and distribution facilities. The Milwaukee Water Works uses a declining block rate structure in which the charge per quantity of water decreases as water use increases. This rate structure is appropriate for a service area such as Milwaukee in which there is an ample supply of water, treatment capacity, and distribution capacity; all water is returned to the source, and construction of additional facilities to meet demand is not an issue. The rate increase was intended to allow the utility to continue to produce safe, high quality drinking water, properly operate and maintain its extensive infrastructure, and maintain current service levels.

Water usage is measured in units called Ccf, which stands for hundred cubic feet. One Ccf of water equals 748 gallons of water. To calculate water usage in gallons, multiple the number of Ccf by 748.

The typical person in Milwaukee uses 10 Ccf of water per quarter. To calculate what your household usage should be in one quarter, multiply 10 Ccf by the number of people in your household. If the number of Ccf of water used, as noted on your bill, is much more than typical, you may have water leaks. For example, the typical usage for a household of four persons would be 40 Ccf per quarter. (Water usage charges based on use in gallons are available at <http://city.milwaukee.gov/water/customer>; please see Customer Service, Water Rates.

The water usage charge for customers in Milwaukee, based on water use in Ccf:

First 100 Ccf at	\$1.68 per Ccf
Next 4,900 Ccf at	\$1.58 per Ccf
Next 15,000 Ccf at	\$1.05 per Ccf
Over 20,000 Ccf at	\$0.94 per Ccf

The water usage charge for Franklin, Greenfield, Hales Corners, and St. Francis, based on water use in Ccf:

First 100 Ccf	\$2.10 per Ccf
Next 4,900 Ccf	\$1.975 per Ccf
Next 15,000 Ccf	\$1.313 per Ccf
Over 20,000 Ccf	\$1.175 per Ccf

The water usage charge for West Milwaukee is lower than for the four communities above because West Milwaukee maintains its own distribution system:

First 100 Ccf	\$1.093 per Ccf
Next 4,900 Ccf	\$1.063 per Ccf
Next 15,000 Ccf	\$0.958 per Ccf
Over 20,000 Ccf	\$0.895 per Ccf

The water usage charge for customers in Milwaukee, based on water use in gallons (gal):

First 75,000 gal at	\$2.246 per 1,000 gal
Next 3,675,000 gal at	\$2.112 per 1,000 gal
Next 11,250,000 gal at	\$1.404 per 1,000 gal
Over 15,000,000 gal at	\$1.257 per 1,000 gal

The water usage charge for Franklin, Greenfield, Hales Corners, and St. Francis, based on water use in gallons:

First 75,000 gal at	\$2.808 per 1,000 gal
Next 3,675,000 gal at	\$2.640 per 1,000 gal
Next 11,250,000 gal at	\$1.755 per 1,000 gal
Over 15,000,000 gal at	\$1.571 per 1,000 gal

The water usage charge for customers in West Milwaukee, based on water use in gallons:

First 75,000 gal at	\$1.461 per 1,000 gal
Next 3,675,000 gal at	\$1.421 per 1,000 gal
Next 11,250,000 gal at	\$1.281 per 1,000 gal
Over 15,000,000 gal at	\$1.197 per 1,000 gal

MMSD -- Sewer Treatment Charges

These charges are billed on behalf of the Milwaukee Metropolitan Sewerage District for treating wastewater, effective Feb. 1, 2011.

MMSD Sewer Treatment Service Charge This is a fixed charge based on the size of the water meter.

The residential service charge for a water meter sized 5/8" or 3/4" is \$15.91 per quarter or \$63.64 per year.

(The previous 2010 service charge for a water meter sized 5/8" or 3/4" was \$13.00 per quarter or \$52.00 per year. The change is an increase of \$2.91 per quarter or an increase of \$11.64 per year.)

The commercial service charge is based on the size of the water meter:

Meter Size	Service Charge Per Quarter
3/4 inch or smaller	\$20.48
1 inch to 1-1/4 inch	\$26.96
1-1/2 inch	\$36.88
2-inch	\$47.48
3-inch	\$81.50
4-inch	\$149.00
6-inch	\$250.52
8-inch	\$376.34
10-inch	\$550.08
12-inch	\$826.16

MMSD Sewer Treatment Usage Charge All accounts are charged \$1.44 per Ccf of water used per quarter.

The residential charge is based on the water used during the first quarter of each year (referred to as winter usage). If water use is less than winter usage for the next three quarters, then the lower of the actual water Ccf or 21 Ccf is used to calculate the charge. The winter quarter is the three-month period ending in February, March, or April, depending on the billing cycle for the account.

The commercial charge is calculated using actual water use each billing period. Business customers who use a large quantity of water but do not return all of the water to the sewer system may be certified by the MMSD for a discounted charge. For more information, please call the MMSD at (414) 272-5100.

Milwaukee Municipal Service Charges

- **Two City Sewer Charges – Local Sewerage and Stormwater Management**
- **Snow and Ice Removal Charge**
- **Solid Waste Charge**
- **Extra Garbage Cart Charge**

These charges are billed to all properties including tax-exempt property, occupied and vacant property, and undeveloped lots. Charges for Stormwater Management, Solid Waste, and Snow and Ice Removal continue to be billed to a property even after water service is turned off at the curb. Depending on when the water service was turned off, water and sewer charges may appear on the first bill after the turn-off occurred.

Local Sewerage Charge The charge for maintaining city sanitary sewers is based on the amount of water used at \$1.16 per Ccf per quarter.

The **residential charge** is calculated like the MMSD Sewer Treatment Usage Charge, based on the winter quarter water usage.

The **commercial charge** is based on 100% of the water used each billing period. Business customers who use a large quantity of water but do not return all of the water to the sewer system may be certified by the MMSD for a discounted charge. For more information, please call the MMSD at (414) 272-5100.

Stormwater Management Charge The charge for maintaining storm sewers applies to all properties including tax-exempt property, occupied and vacant property, and empty lots. The charge is based on the amount of hard surface area of each property. A typical residential property has an average hard surface area of 1,610 square feet. This measurement is called an Equivalent Residential Unit (ERU). One ERU=1,610 sq. ft. The ERU is used to calculate the charge for non-residential property.

Residential buildings (one to four units in a house, apartment, or condominium) are considered to have one ERU and are billed \$14.22 per quarter or \$56.88 per year.

Non-residential developed properties, buildings with more than four residential units, or vacant, improved properties are billed based on the amount of hard surface area of the property. Calculate the number of ERUs for a property by dividing the square footage of hard surface of the property by 1,610. **Condominium associations** are charged based on the amount of hard surface area of the entire property. The charge is billed quarterly to the condominium association.

For commercial customers billed quarterly, the charge is \$14.22 per ERU per quarter.

For commercial customers billed monthly, the charge is \$4.74 per ERU per month.

The Solid Waste Charge This is the charge for solid waste or garbage collection. The total costs are partially financed with the city property tax. The charge is \$42.04 per quarter or \$168.16 per year per residential unit for one-, two-, three- and four-family dwelling units, including vacant units. For commercial properties that are billed for solid waste collection, the charge is \$42.04 per cubic yard of solid waste per quarter.

The Snow and Ice Removal Charge The charge partially offsets the costs of plowing and salting streets. The charge is \$0.6917 per foot of street frontage of the property. The charge is assessed only once per year on the fourth quarter bill. For commercial customers billed monthly, the charge appears on the October bill.

For residential properties with multiple street frontages such as a corner lot, the shortest street frontage is used to calculate the charge.

For non-residential properties including tax-exempt properties, vacant property, and undeveloped lots, the total street frontage is used to calculate the charge.

Extra Garbage Cart Charge There is a charge for more than one garbage cart per unit for one-, two-, three-, and four-family dwelling units. The charge is \$5.00 per quarter for each additional garbage cart. Waste less, recycle more -- there is no charge for one or more recycling carts. To request removal of extra garbage carts or to request an additional recycling cart, please call 286-CITY (2489).

Account Information

Online access At www.milwaukee.gov/water, select Account Information. Here you can see your bill, account balance, payment history, water consumption history, and meter readings for the past two years. You can also view a chart showing quarterly water use, compare your water use this year to last year, and change the bill-to address.

By telephone Call the Milwaukee Water Works Customer Service Center, (414) 286-2830 to speak to a representative, or use the Interactive Voice Response system to access information about your account.

Request a mailing address change 24 hours a day at www.milwaukee.gov/water, select Account Information. Or, call Milwaukee Water Works Customer Service at (414) 286-2830. After business hours, please leave your information on the Interactive Voice Response recording.

Payment Options

Make a one-time payment online with MasterCard, Discover card or eCheck (electronic check)

At www.milwaukee.gov/water, select Account Information. The credit card-only option accepts payments using only MasterCard or Discover card. The eCheck option allows payment directly from a checking or savings account. An email address is required so we may acknowledge the payment.

The Public Service Commission of Wisconsin requires the Milwaukee Water Works to pass the convenience fee for the online payment service provided by U.S. Bank to customers who use the online payment service. The fee for using MasterCard or Discover card is computed at a rate of 2.35% of the payment. The fee for use of the online eCheck service is a flat rate of \$0.50 per transaction. Generally, the City of Milwaukee does not issue refunds for these payments. If you have a question regarding your payment, please call the Milwaukee Water Works Customer Service Center at (414) 286-2830, or email watwebcs@milwaukee.gov.

Mail your payment Make check or money order payable to **Milwaukee Water Works** and mail it to P.O. Box 3268, Milwaukee, WI 53201-3268.

Pay in person at the Milwaukee Water Works Customer Service Center, 841 N. Broadway, Room 406, Milwaukee, WI, Monday-Friday 7:30 a.m. to 5:00 p.m., or at the City Treasurer's Office, City Hall, 200 E. Wells St., Monday-Friday 8:00 a.m. to 4:45 p.m.

Pay by telephone Call the Milwaukee Water Works Customer Service Center at (414) 286-2830 and use the Interactive Voice Response system. Select language option English or Spanish. Select 2 to make a payment. Select 1 to make a credit card payment using MasterCard or Discover card. Select 2 to make an eCheck payment. You will be connected to a payment center representative.

The Public Service Commission of Wisconsin requires the Milwaukee Water Works to pass the convenience fee for the telephone payment service provided by U.S. Bank to customers who use the telephone payment service. The fee for a telephone payment using MasterCard or Discover card is computed at a rate of 3.95% of the payment. The fee for use of the eCheck telephone payment is a flat rate of \$4.50 per transaction. Generally, the City of Milwaukee does not issue refunds for these payments. If you have a question regarding your payment, please call the Milwaukee Water Works Customer Service Center, (414) 286-2830, or email watwebcs@milwaukee.gov.

Automatic pay plan Make payments using automatic withdrawal from your bank account. Partial payment of a bill is not available with this option. Register at www.directpaymentplan.com or request a form to mail by phone from the Milwaukee Water Works Customer Service Center at (414) 286-2830. The Milwaukee Water Works will automatically withdraw the amount due each billing from your account. You do not have to write a check. You will continue to receive a paper copy of your Milwaukee Municipal Services Bill. You will be notified on your bill when the service takes effect, approximately six to eight weeks after you sign up. All future bills will be paid automatically, not through the website. To change your banking information, please do so at www.directpaymentplan.com. To cancel the service, you must contact your creditors, including the Milwaukee Water Works Customer Service Center at (414) 286-2830.

Application of partial payments

Partial payments are applied in the following order, from oldest outstanding amounts due to current bills:

1. Water charges
2. MMSD sewer treatment charges
3. City sewer charges
4. Solid waste charges
5. Snow and Ice charges

If the account is paid in full but there is a further payment to apply, the credit will be applied to the water portion of the account.

Late payment charges

If payment is not received by the due date, late payment charges of 5% per quarter for unpaid water charges and 3% per quarter for all other unpaid charges will be added to the bill. If necessary to transfer unpaid balances to the property tax for collection, a fee of 10% will be added to the amount transferred. For accounts billed monthly, the late payment charge is 1.67% for unpaid water charges and 1% for all other unpaid charges.

Non-sufficient Funds charge (NSF) \$35.00 (previous 2009 charge was \$20.00) Bank charges and/or administrative costs are incurred for the processing and collecting of NSF checks. This charge applies to the customer's account whenever a check rendered for utility service is returned for non-sufficient funds.

Interim meter readings taken by utility staff \$25.00 per reading (previous 2009 charge was \$20.00) In situations where such readings (taken between regular quarterly readings) are required for real estate closings, change in tenancy, etc., Milwaukee Water Works accepts the customer's reading. This charge applies whenever the customer asks that utility personnel make the reading.

Status of account charge \$10.00 per reading (previous 2009 charge was \$7.00) For requests of customer account balances after a billing. This charge applies whenever a title company makes a request.

Final bill charge \$20.00 per reading (previous 2009 charge was \$14.00) This charge applies whenever a customer makes a request for a final bill for an account.

Investigation charge \$40.00 per investigation following the first free investigation (previous 2009 charge was \$30.00) Investigations have been performed by the utility as a customer service, generally to identify leaks. The investigations are scheduled in advance and the customer is advised to be present to provide access to the building. At times, the customer fails to be present or is unable to provide full access. Some customers ask for additional investigations within a short period of time under circumstances that do not warrant the additional effort. This charge for additional investigations compensates the Milwaukee Water Works for the resulting cost. This charge applies whenever a customer fails to be present at a scheduled investigation and the customer reschedules the investigation. A first no-show would not be charged. A second no-show would be chargeable. This charge would also be made for a second or subsequent investigation scheduled within a three-month period.

Milwaukee Water Works Customer Service

Zeidler Municipal Building 841 N. Broadway, Fourth Floor
Milwaukee, WI 53202

Monday – Friday, 7:30 a.m. – 5:00 p.m.

Telephone (414) 286-2830

Fax (414) 286-5452

TDD (414) 286-8801

Email: watwebcs@milwaukee.gov

www.milwaukee.gov/water

Milwaukee Water Works 24-Hour Control Center (414) 286-3710

Para una explicación en español, por favor llame (414) 286-2830.

*The Milwaukee Water Works is a national leader in providing healthful drinking water
and monitoring water quality.*

Revised 2/25/11